CLAIMS

1. A method coping a change in hardware comprising:

accessing a product of a user through a network

5 and acquiring information on the product of the user;

acquiring information on a part to be changed; and

generating information on a product that requires

change of a part, from the information on the product

of the user and the information on the part to be

10 changed.

2. The method according to claim 1, further comprising:

notifying the information on the product that

requires change of the part to an equipment owned by a

15 person in charge of service.

3. The method according to claim 1, further comprising:

calculating a number of parts to be changed based

on the information on the product that requires change

20 of the part.

4. The method according to claim 3, further comprising:

generating order data on the part to be changed

from the calculated number of parts to be changed.

25 5. The method according to claim 4, further comprising:

transmitting the order data to a service parts

system.

6. The method according to claim 2, wherein the acquired information on the part to be changed includes solution information, and the solution information is notified to the equipment owned by the person in charge of service along with the information on the product that requires change of the part.

7. The method according to claim 1, wherein the information on the product of the user includes a product manufacture number.

8. The method according to claim 1, wherein the information on the product of the user includes information on an option configuration.

9. The method according to claim 1, wherein the information on the product of the user includes information on a network configuration.

10. The method according to claim 1, wherein the information on the product of the user includes usage condition information.

11. The method according to claim 1, wherein the information on the product of the user includes software information.

12. A system coping a change in hardware comprising:

a product information acquiring section which accesses a product of a user through a network and acquires information on the product of the user;

a change information acquiring section which acquires information on a part to be changed; and

an information generating section which generates information on a product that requires change of a part

5   from the information on the product of the user and the information on the part to be changed.

13.   The system according to claim 12, further comprising:

a notifying section which notifies the information

10   on the product that requires change of the part to an equipment owned by a person in charge of service.

14.   The system according to claim 12, further comprising:

a calculating section which calculates a number of

15   parts to be changed based on the information on the product that requires change of the part.

15.   The system according to claim 14, further comprising:

an order data generating section which generates

20   order data on the part to be changed from the calculated number of parts to be changed.

16.   The system according to claim 15, further comprising:

a transmitting section which transmits the

25   generated order data to a service parts system.

17.   The system according to claim 13, wherein the acquired information on the part to be changed includes

solution information, and the solution information is notified to the equipment owned by the person in charge of service along with the information on the product that requires change of the part.

18. The system according to claim 12, wherein the information on the product of the user includes a product manufacture number.

19. The system according to claim 12, wherein the information on the product of the user includes information on an option configuration.

20. The system according to claim 12, wherein the information on the product of the user includes software information.

21. The system according to claim 12, wherein the information on the product of the user includes usage condition information.

22. A computer program product for coping a change in hardware, comprising: a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means comprising:

computer readable program code means for accessing a product of a user through a network and acquiring information on the product of the user;

computer readable program code means for acquiring information on a part to be changed; and

computer readable program code means for

generating information on a product that requires
change of a part from the information on the product of
the user and the information on the part to be changed.

23. The computer program product according to
claim 22, wherein said computer-readable program code
means further comprising:

computer readable program code means for notifying
the information on the product that requires change of
the part to an equipment owned by a person in charge of
service.

24. The computer program product according to
claim 22, wherein said computer-readable program code
means further comprising:

computer readable program code means for
calculating a number of parts to be changed based on
the information on the product that requires change of
the part.

25. The computer program product according to
claim 24, wherein said computer-readable program code
means further comprising:

computer readable program code means for
generating order data on the part to be changed from
the calculated number of parts to be changed.

26. The computer program product according to
claim 25, wherein said computer-readable program code
means further comprising:

computer readable program code means for

transmitting the order data to a service parts system.

27. The computer program product according to claim 23, wherein the acquired information on the part to be changed includes solution information, and the solution information is notified to the equipment owned by the person in charge of service along with the information on the product that requires change of the part.

28. The computer program product according to claim 22, wherein the information on the product of the user includes a product manufacture number.

29. The computer program product according to claim 22, wherein the information on the product of the user includes usage condition information.

30. The computer program product according to claim 22, wherein the information on the product of the user includes software information.

31. The method according to claim 11, wherein the software information is software version information.

32. The system according to claim 20, wherein the software information is software version information.

33. The computer program product according to claim 30, wherein the software information is software version information.